



2025

Guidelines & Rules

The Top Tourism Town Awards showcase the value of tourism to the towns and communities across Australia and celebrate the diversity and outstanding regional destinations of our country.

This Awards program is presented in three categories:

- **Top Tourism Town Award** – those with a population over 5,000 people.
- **Small Tourism Town Award** – those with a population below 5,000 people, but above 1,500 people.
- **Tiny Tourism Town Award** – those with a population below 1,500 people

The following information provides a guide to support towns in their submission for a top tourism town, as well as forming the rules and entry requirements for their submission.

Eligibility

The following information outlines the eligibility criteria for entrants.

- The nomination can be made by one of the following– Accredited Visitor Information Centres, or Local Councils.
- The entry must include a website that fits the following criteria:
 - Is a travel/tourism focused website that includes the town
 - Has a copy of the itinerary available on the site
 - Displays the video on the site
 - Has an online booking functionality to book tourism activities within the town
 - Where online bookings are not available, a link on the nominated tourism website to the individual businesses website
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 - There can only be one nomination per town
 - If two nominations are received, the awards Program Manager has the right to accept which one will proceed. The hierarchy of which would be accepted would apply
 - 1. Accredited Visitor Centre
 - 2. Local Council
- Nominations are open to any city or town, specifically relating to geographical towns and population centres, not Local Government Areas.
 - Top Tourism Town Award - those with a population over 5,000 people. Capital cites CANNOT enter, but cities CAN enter.
 - Small Tourism Town Award – those with a population under 5,000 people, but greater than 1500
 - Tiny Tourism Town – those with a population under 1500
 - Consensus data from the ABS should be used to determine population size
- Nominations and submissions must be made via the Quality Tourism Framework

Hall of Fame

The Hall of Fame is awarded to a town that has won the same category over three consecutive years.

- If a town is inducted into the National Hall of Fame in the Top Tourism Town Awards, they are precluded from entering at a state/territory level for a period of two years in the Top Tourism Town Awards.

Entry Requirements

The following information will be required from the entrant within their submission.

Media & Promotional

- The name/details of the person who will accept the awards at the Awards Presentation should you win the category
- The name/details of the person who will be corresponding with the Media should you win the category
- A separate 100-word description about your town
- 2 hero images that best depict your entry

Town Introduction

- An overview of the town including target market and its commitment to tourism.

Visitor Itinerary

- An itinerary for a defined target market e.g. two adults and two children for the number of days/nights as per your category requirements
 - Top Tourism Towns
 - 4 days/3 nights
 - Small Tourism Town
 - 3 days/2 nights
 - Tiny Tourism Town
 - 2 days/1 night
- Entrants must upload a PDF version of the itinerary via the online portal
- Include both accommodation and activities along with any significant sites
*Entries can use product/s from within their shire/region, however visitors must be able to reasonably access during their stay.

Video

- Length: 30 second to 2 minutes
- A promotional video which highlights the key attractions and experiences in the nominated town
- Only videos that have been uploaded to Youtube and the URL provided will be accepted.
 - Please ask your State/Territory Program Manager for instructions if you are unsure how to do this.
- The video must be suitable for public viewing and cannot infringe on the intellectual property, privacy, publicity, ownership or any other legal or moral rights of any third party.

Editorial Article

- Write an engaging editorial article focussing on tourism within your town
 - Give reason why people should visit your town
 - What experiences and/or attractions are a draw card for your town

- What makes your town/city the best to spend tourism dollars in?
- The article must be no more than 800 words and entrants must also submit a PDF of the article into the portal alongside entering their text
- The article should be written in the style of a feature article for print or online media
- The article must be accompanied by six images.
 - Images to be high resolution PNG files
- All images must be free of copyright and will be used during the awards presentation and the awards website alongside any promotion of the nominees/winners

Accommodation and Attractions

- A list of accommodation and attraction activities that can generate a GRI score via ReviewPro must be provided.
 - Top Towns – 5 of each (5 x accommodation, 5 x attraction)
 - Small Towns – 3 of each (3 x accommodation, 3 x attraction)
 - Tiny Towns – 2 of each (2 x accommodation, 2 x attraction)
 - The entrant must have approval from each accommodation/attraction for the state/territory program to create a ReviewPro account and access the GRI.
 - Tiny Tourism nominees can use attractions within their shire/region, where a visitor is reasonably able to access the attraction during their stay.

Judging Process

The following information outlines the judging process for the Top Town Awards.

The judging process will be overseen by the state/territory Chair of Judges.

There are three components to the judging process which will determine your overall score:

- Submission review - 70%
- Consumer vote – 10%
- Customer review (ReviewPro GRI) – 20%

The submission score will be combined with the consumer vote and review elements to determine your overall score.

Submission Review

A panel of three experienced judges per category will review:

- Introduction
- The written article and accompanying images
- Video of the town
- Itinerary

These scores are combined and averaged out to determine your submission review score.

The submission review will be worth 70% of the total score available.

Consumer vote and review

Consumer Vote

Tasmanians and visitors to Tasmania will be invited to view the content created by each entrant and then vote for their favourite Tassie Tourism Towns across the month of May. This will be a popular vote. There will be no weighting for size of town.

The consumer/public vote will be worth 10% of the total score available.

ReviewPro GRI

In order to gain a perspective from visitors that have visited and experienced the town, a GRI from ReviewPro will form part of the entrant's score.

A GRI is an online reputation score based on review data collected from over 135 online travel agencies. Businesses will provide a number of accommodation and attractions within their town (dependent on which category they are entering) and the GRI from each will be combined then averaged to determine the entrant's final GRI score.

The ReviewPro GRI will be worth 20% of the total score available.

The GRI will be generated from the day of submissions close, and no later than the 30th of June, for the preceding 365 days, for the relevant state/territory.

Weighting

The following information provides a guide for entrants on what the judges will be looking for within their review, and how each section is weighted.

- Introduction (10)
 - The town was able to demonstrate that they have a commitment to growing tourism
 - The target market is clearly identified, and rationale of target market is clear and sound

- Editorial & Photos (20 marks)
 - Thought, style and theme of the writing is of high quality and in the style of a feature article.
 - Writing has been directed to the visitor
 - Theme is consistent with specified target market and the video and itinerary supplied.
 - The theme reflects the brand and values of the town
 - A compelling and enjoyable proposition for specified market
 - Photos
 - Photos are shot in a creative and interesting way to evoke an emotional response.
 - Photos and editorial are connected.
 - Are of a semi-professional standard

- Video (20 marks)
 - The video concept is creative and interesting to evoke an emotional response
 - Theme reflects the brand and values of the town and connects to the editorial and itinerary
 - The video speaks to the target market
 - Narrative and imagery are connected e.g. the story/description/voice over is connected to what is being viewed throughout the video
 - Key attractions and experiences are shown.
 - Production of the video is of high quality.
 - The town is at the centre of the concept

- Itinerary (20 marks)
 - Theme of itinerary is consistent with specified target market
 - Theme of itinerary reflects the brand and values of the town that have been identified in the video and editorial
 - The itinerary is achievable
 - A range of experiences/attractions are presented, with seasonality noted, if applicable
 - A compelling and enjoyable proposition that entices the reader to visit

- ReviewPro (20 marks)
 - The ReviewPro GRI score for the experiences and accommodation are combined and averaged to provide a town GRI

- Consumer vote (10 marks)
 - State/territory level only
 - Consumers can vote for one town in each category

Tips for Entrants

- Your three elements must all relate back to the target market.
- The various components (itinerary, video, editorial, photos) must be aligned in theme, tone and who they are targeting.
- The judges or consumers may not know your town or city. Your editorial should be written as if the judges and consumers are completely unaware of your town/city.
- Do not use acronyms unless you include the full name in brackets following it.
- Your itinerary should be achievable and able to be provided for visitors at all times, not just for your submission.
- The itinerary submitted will be suggested to the winners of the consumer promotion so ensure that you are able to provide this.

- You can use any means available to you to create your video, whether it is with a video camera, webcam, iPhone or Go Pro. You may also create a slide show using high-quality images and voice over or music. No budget is required, just your imagination.
- The video should show some of your major attractions or experiences that visitors can experience in your town/city and should include visitors enjoying those attractions and experiences.

Terms and Conditions

By entering Tassie's Top Tourism Town Awards you authorise the use and/or reproduction of images and the 100 word description provided in relation to any editorial/advertising purposes initiated in conjunction with the state awards program and the Australian Tourism Awards.

Your contact details may also be supplied to agencies/sponsors engaged on behalf of award/organisers/committees for promotional purposes.

Under no circumstances will judges be held responsible for any comment, viewpoint or expression, whether expressed or implied, concerning the standard or quality of an entrant's submission.

By ticking the terms and conditions box, you agree not to bring a claim against any Judge, or state/territory Award owner in relation to feedback on your submission.

By ticking the terms and conditions box, you agree that you have read the rules and entry requirements and agree to abide by these.